

## Summary Report for Survey Recipients

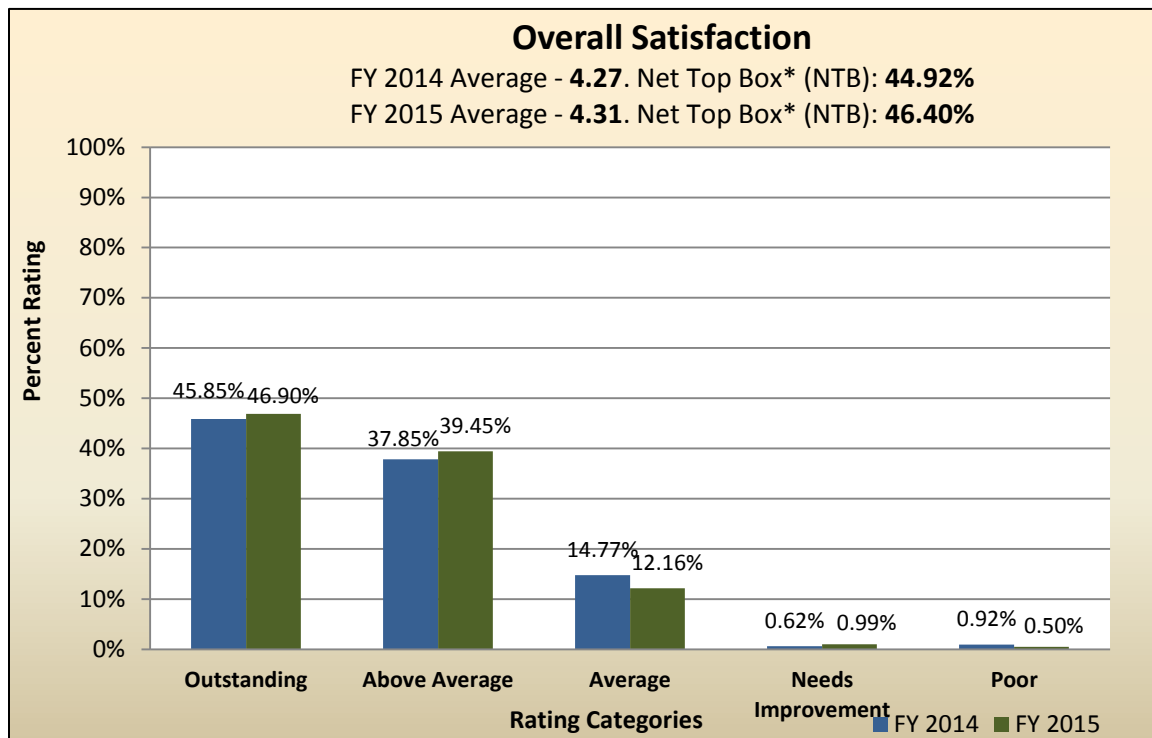
In May 2015, the Health and Nutrition Services - School Foods Programs External Customer Satisfaction Survey was distributed to 1102 individuals identified as direct customers or sponsors of the National School Lunch Program. The purpose of this assessment was to measure the level of satisfaction on current School Food Programs services, and to identify issues, problems, and opportunities for improvement from our external customers' perspective.

This report provides a summary of the responses and includes our plan of action, developed as a result of the survey feedback.

Of the **423** respondents (38.4% response rate), the largest identified demographic group (33%) identified themselves as District or School Food Service Supervisor/Manager. The second largest demographic group (31%) identified themselves as District Food Service Directors.

Respondents were asked to rate satisfaction with aspects of service using a five-point scale: Strongly Agree (5); Agree (4); Somewhat Agree (3); Disagree (2); Strongly Disagree (1). In addition, an overall satisfaction rating was requested, using the following scale: Excellent (5); Good (4); Adequate (3); Needs Improvement (2); Poor (1)

The **overall satisfaction rating** for services provided by School Food Programs was **4.31**. Additionally the Net Top Box\* was 46.40.



\*Percent rating services "Poor" subtracted from percent rating services "Outstanding"

## **School Food Programs/May 2015 External Customer Survey**

The survey also asked respondents to provide one thing the staff could do to increase satisfaction with our service. The majority of responses identified opportunities to improve training (locations and time of year) and improving the ordering process and website.

School Food Programs staff is currently developing action plans to address survey feedback. We value your input and want to assure you that we are utilizing your feedback and taking steps for continuous improvement. At this time, we would like to address key areas identified in the feedback and provide clarification where appropriate:

- The USDA Foods program will be replacing CNP2000 with *myFOODS* (Food & Operations Online Distribution System) program. Training for the new web-based program will begin in November 2015. This should improve the ordering process for sponsors and have all necessary information in one place.
- USDA Foods Program staff will be offering more training this year because of the new website. *myFOODS* trainings will be held in Phoenix, Flagstaff and Tucson areas. To help with the implementation, ADE plans to have webinars and YouTube videos to assist with training needs of those that may not be able to attend all in-person trainings.
- Unfortunately, excess storage fees will not be discontinued because ADE must pay a fee for any products that are at the US Food warehouse over 60 days. ADE is working diligently to inform schools before they incur an excess storage fee. ADE is open to suggestions on how to effectively inform schools about their inventory at US Foods.
- SY15 was a very challenging year for the USDA Foods Program because a number of products were cancelled due to weather issues or animal diseases. ADE is working tirelessly to get all the products to the school so they can use their entitlement.
- The School Food Programs staff enjoys helping all of the sponsors and thank you for your kind words of encouragement.